



**QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG)
MEETING – ITU-T STUDY GROUP 12, QUESTION 12/12**

18th – 22nd October 2010

Royal Villas, Ezulwini Valley, Mbabane, Swaziland

Working Programme – Agenda

Day One: Monday 18th October 2010	
8:00 – 9:00	Registration of Delegates
9:00 – 10:00	Opening Ceremony (Director of Ceremonies – SPTC)
	<ul style="list-style-type: none"> ❖ Mr. Luis Sousa Cardoso, Senior Consultant for Quality, Fraud and Network Security - Portugal Telecom and Chairman of QSDG ❖ Mr. Jacob Munodawafa – SATA Executive Secretary/ CEO ❖ Mr. Amon Dlamini – CEO SPTC ❖ Guest of Honour – Swaziland
	(Group Photo)
10:00 – 10:30	Networking Coffee /Tea Break
	Session 1:
	<i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
10:30 – 11:00	Presentations and Discussions
11:00 – 11:30	Presentations and Discussions
11:30 – 12:00	Presentations and Discussions
12:00 – 12:30	Presentations and Discussions
12:30 – 14:00	Networking Lunch

Day One, Monday 18th October 2010	
	Session 2:
	<i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
14:00 – 14:30	Presentations and Discussions
14:30 – 15:00	Presentations and Discussions
15:00 – 15:30	Presentations and Discussions
15:30 – 16:00	Networking Coffee /Tea Break

	Session 3: Chairman - Mr. Luis Sousa Cardoso, Portugal Telecom
16:00 – 16:30	Presentations and Discussions
16:30 – 17:00	Presentations and Discussions
18:30 PM	Dinner/Cocktail

Day Two: Tuesday 19th October 2010	
	Session 4: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
09:00 – 09:30	Presentations and Discussions
09:30 – 10:00	Presentations and Discussions
10:00 – 10:30	Networking Coffee /Tea Break
	Session 5: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
10:30 – 11:00	Presentations and Discussions
11:00 – 11:30	Presentations and Discussions
11:30 – 12:00	Presentations and Discussions
12:00 – 12:30	Presentations and Discussions
12:30 – 14:00	Networking Lunch

Day Two, Tuesday 19th October 2010	
	Session 6: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
14:00 – 14:30	Presentations and Discussions
14:30 – 15:00	Presentations and Discussions
15:00 – 15:30	Presentations and Discussions
15:30 – 16:00	Networking Coffee /Tea Break
	Session 7: Chairman - Mr. Luis Sousa Cardoso, Portugal Telecom
16:00 – 16:30	Presentations and Discussions
16:30 – 17:00	Presentations and Discussions

Day Three: Wednesday 20th October 2010	
	Session 8: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
09:00 – 09:30	Presentations and Discussions
09:30 – 10:00	Presentations and Discussions
10:00 – 10:30	Networking Coffee /Tea Break
	Session 9: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
10:30 – 11:00	Presentations and Discussions
11:00 – 11:30	Presentations and Discussions
11:30 – 12:00	Presentations and Discussions
12:00 – 12:30	Presentations and Discussions
12:30 – 14:00	Lunch (Sponsored by TDM)

Day Three, Wednesday 20th October 2010	
	Session 10: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
14:00 – 14:30	Presentations and Discussions
14:30 – 15:00	Presentations and Discussions
15:00 – 15:30	Presentations and Discussions
15:30 – 16:00	Networking Coffee /Tea Break
	Session 11: <i>Chairman</i> - Mr. Luis Sousa Cardoso, Portugal Telecom
16:00 – 16:30	Presentations and Discussions
16:30 – 17:00	Presentations and Discussions

Day Four: Thursday 21st October 2010	
	Session 12: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
09:00 – 09:30	Presentations and Discussions
09:30 – 10:00	Presentations and Discussions
10:00 – 10:30	Networking Coffee /Tea Break
	Session 13: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
10:30 – 11:00	Presentations and Discussions

11:00 – 11:30	Presentations and Discussions
11:30 – 12:00	Presentations and Discussions
12:00 – 12:30	Presentations and Discussions
12:30 – 14:00	Networking Lunch

Day Four, Thursday 21st October 2010

	Session 14: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
14:00 – 14:30	Presentations and Discussions
14:30 – 15:00	Presentations and Discussions
15:00 – 15:30	Presentations and Discussions
15:30 – 16:00	Networking Coffee /Tea Break
	Session 15: <i>Chairman</i> - Mr. Luis Sousa Cardoso, Portugal Telecom
16:00 – 16:30	Presentations and Discussions
16:30 – 17:00	Presentations and Discussions

Day Five: Friday 22nd October 2010

	Session 16: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
09:00 – 09:30	Presentations and Discussions
09:30 – 10:00	Presentations and Discussions
10:00 – 10:30	Networking Coffee /Tea Break
	Session 17: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
10:30 – 11:00	Presentations and Discussions
11:00 – 12:15	Other Issues, Future Work and Any other Business
12:15 – 12:30	Closing of Meeting
12:30 – 14:00	Lunch